Merrimack Valley Regional Transit Authority
85 Railroad Avenue
Haverhill, MA 01835

Fixed Bus Route Information

The Communities We Serve

The MVRTA's fixed route bus system operates in the Merrimack Valley communities of Amesbury, Andover, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, and North Andover.

The MVRTA also provides service to the Lowell Transit Center for connections with the Lowell Regional Transit Authority.

Fare Information

The following information details the MVRTA's fixed route bus system. The full fare rate is $1.00 and a half fare rate of .50¢ is available to Senior Citizens (age 60 and older) and to individuals that are Transportation Disabled. Transfers to other MVRTA fixed route buses are offered for free if requested when boarding an MVRTA fixed route bus.

A valid Medicare card may be used as proof of age and/or disability to qualify for half-fare.

Accessibility

All buses are wheelchair accessible and are equipped with kneelers. We may not be able to accommodate you if your wheelchair/scooter is longer than 48" or wider than 32" or if your total weight with your wheelchair exceeds 600 pounds.

Fixed Bus Route & Schedule Information:
(978) 469-6878
WWW.MVRTA.COM

MVRTA

The Merrimack Valley Regional Transit Authority

EZ Trans

Non-ADA Customer Manual

Effective July 1, 2002

Tel: 978-469-6878 Option #3
WWW.MVRTA.COM

Overview of Non-ADA Service:

This is a curb to curb shared ride service offered in those communities that receive the MVRTA's fixed route bus service.

The MVRTA fixed bus route system operates in Amesbury, Andover, Haverhill, Lawrence, Merrimac, Methuen, Newburyport and North Andover. (See back panel for more information.)

EZ Trans is provided to those persons who are 60 years of age or older and to persons who meet the eligibility criteria established under the Americans with Disabilities Act (ADA) that are requesting service beyond the 3/4 mile corridor on each side of an MVRTA fixed bus route. For more information on the fixed route bus system, please see the back panel of this brochure. All participants must be certified through the MVRTA Office of Special Services.

Service is provided with MVRTA lift-equipped vehicles and is intended to safely and efficiently accommodate as many customers per trip as possible.

This customer manual will detail policies that will help you and the other EZ Trans customers receive the best possible service. Please follow these policies to avoid any service disruptions to you and other EZ Trans customers.

How To Schedule A Trip:

- You can call the MVRTA Office of Special Services to reserve a ride at (978) 469-6878 (option 3) or toll free at (877) 308-7267 Monday - Friday 8:00am - 4:30pm
- Trips may be reserved 2 weeks in advance, but no later than 2 weekdays in advance (excluding holidays).
- When reserving a trip, there must be at least 1 hour between your drop-off and next pick-up.
- When reserving your trip please specify which entrance of the building you want to be picked up and dropped off.
- Please expect the vehicle to arrive at least 15 minutes prior to and up to 15 minutes after your scheduled pick-up time (referred to as 30 minute window).
- Please be ready to board the vehicle when it arrives. The driver will wait no longer than 5 minutes. If you are not ready and the driver leaves, your trip status will be recorded as a No-Show.
- You will not be able to reschedule another trip for the same day if you miss a trip.
- If the MVRTA vehicle does not come within the 30 minute window you need to call the MVRTA Office of Special Services to check the status of your trip.
- Trip cancellations must be made at least 1 hour prior to the scheduled trip.
- No same day trips or changes can be made.
- Each customer is allowed to carry a total of 2 bags while traveling.

Service Availability:

Non-ADA Service Hours

Monday - Friday 8:00am - 5:00pm

Andover Extended Hours

For travel in Andover and to The Loop in Methuen.

Monday - Friday 7:30pm - 10:00pm
Saturday 6:00pm - 10:00pm
Sunday 9:00am - 10:00pm

Service is not available on the following holidays:

New Years Day, Martin Luther King Day, President's Day, Patriot's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

Cost:

Non-ADA Fare Rates are as follows:

	Haverhill	Lawrence	Methuen	Andover	No. Andover	Amesbury	Newburyport	Merrimac
Haverhill	3.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00
Lawrence	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00
Methuen	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00
Andover	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00
No. Andover	5.00	3.00	3.00	3.00	3.00	9.00	9.00	5.00
Amesbury	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00
Newburyport	5.00	9.00	9.00	9.00	9.00	3.00	3.00	5.00
Merrimac	5.00	5.00	5.00	5.00	5.00	5.00	5.00	3.00

Discounted ticket books for travel within 1 zone may be purchased by contacting the MVRTA Office of Special Services.

- 10-Ride Book $20
- 20-Ride Book $40

All fares must be paid to the driver at the time of travel. Exact fares are encouraged.

The zones are as follows:

Zone 1: Andover, Lawrence, Methuen, North Andover
Zone 2: Haverhill, Merrimac
Zone 3: Amesbury, Newburyport

Service Rules:

- All customers are required to wear seatbelts.
- All wheelchairs and customers are to be properly secured at all times. Customers that are not properly secured will not be transported.
- The type of vehicle that you will ride in will depend on availability.
- Individuals who use a three wheeled device (The Amigo Chair) or any non-standard wheelchair, which cannot be securely fastened, must be able to transfer to a vehicle seat.
- Unsafe behavior or destruction of MVRTA property will not be tolerated. If such behavior occurs, the customer could be required to leave the vehicle immediately.
- Under no circumstance is the driver responsible for any of the actions taken by a customer before, during, or after their trip.
- Customers should not be riding alone in an MVRTA vehicle if they cannot be left unattended.
- Eating, drinking, smoking, or playing of loud music on the vehicles is not permitted.
- Tipping is not allowed

Service Disruptions:

Here are a few points to keep in mind that will help ensure efficient service.

No Show:

This disruption occurs when the MVRTA vehicle arrives at the specified location within the 30 minute window and the customer is not ready or does not take the scheduled trip.

Late Cancel:

This disruption occurs when a customer fails to notify the MVRTA Office of Special Services of a cancellation at least 1 hour prior to the scheduled pick-up time.

Incorrect Address:

This disruption occurs when a customer has given the MVRTA Office of Special Services the incorrect pick-up or drop-off address, or if no notice has been given of an address change.

Non-Payment of Fare:

This disruption occurs when a customer fails to pay the complete fare for their scheduled trip.

Disruption Penalties:

The MVRTA Office of Special Services retains discretion to impose penalties with any disruption that it considers inappropriate up to and including indefinite suspension for a first time disruption. This policy is intended to ensure that all EZ Trans customers receive safe and efficient transportation.

First Incident in a 6-month period

You will receive written notification of the service disruption.

Second Incident in a 6-month period

You will receive a second written notification of the service disruption.

Third Incident in a 6-month period

You will receive written notification that will inform you that your service has been suspended for a period of 30 days. You will be notified 3 weeks in advance of the suspension date. Each incident after your third incident within a 6 month period will result in an additional 30 day suspension.

Appeal of Penalties:

If you disagree with any penalty imposed, you must notify the MVRTA Office of Special Services within 14 days of the date you received the written notification. Your appeal will be reviewed and a final decision will be made. Until you are notified of the findings you will receive EZ Trans services pending the results of the review.

Comments/Complaints:

The MVRTA Office of Special Services would like to hear all of your comments or complaints in order to help the MVRTA in evaluating and improving the EZ Trans program.

The following is contact information for the MVRTA Office of Special Service:

MVRTA Office of Special Services
85 Railroad Avenue
Haverhill, MA 01835

Tel. (978) 469-6878 option 3 or
toll free at (877) 308-7267
Fax (978) 521-5956

Email: specialservices@mvrta.com